

HOW TO REACTIVATE A CONSUMER

1. Place a check mark in the box in the Basic Information section of the Detail Screen to show that the consumer is now ACTIVE.
2. Open the yellow folder in Care Enrollment box and delete the dates that are in the boxes named below:

Termination Date
End Date

Then change Inactive to Active in the box if the box shows that the consumer is Inactive.
3. Open the yellow folder in the Provider box by the provider name and reactivate yourself as the provider by removing the date in the End Date box.
4. Provide a reason for “reactivation” in the NOTES section, with the date of reactivation and by whom.

(It’s a good idea to provide a reason for reactivations and deactivations so the next provider understands why the action occurred.)